



**HOUSING AND URBAN
DEVELOPMENT COORDINATING
COUNCIL**

Quality Manual

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SECTION 7.0 Service Realization

7.1 Planning of Service Realization

7.1.1 The planning of service realization shall be consistent with the HUDCC's mandates. The HUDCC shall plan sequence of processes and sub-processes required for its services to meet customer requirement(s).

7.1.2 The HUDCC shall plan the following:

- 7.1.2.1 Quality objectives for the business process scope of the HUDCC;
- 7.1.2.2 Establishment of processes and documentation and provision of resources and facilities specific to the service provided by the HUDCC;
- 7.1.2.3 Verification, validation, monitoring, inspection, and test activities specific to the service provided by the HUDCC; and
- 7.1.2.4 The necessary records to provide evidence of conformity of the processes, including results.

7.1.3 The review of the overall performance of the Quality Management System is conducted during scheduled internal quality audit to ensure consistency with documented procedures. The review includes the identification of potential non-conformities and its prevention, opportunities for improvement, and quality matters.

7.1.4 The HUDCC's Targets and Activities:

- 7.1.4.1 Activities shall be planned based on the HUDCC's major outputs, current thrusts and directions as anchored in HUDCC's Budget Accountability Report and Physical Targets.
- 7.1.4.2 The HUDCC's Organizational Performance Commitment Report (OPCR) shall be translated into Group Performance Commitment Reports (GPCR) and Individual Performance Commitment Reports (IPCR).

7.1.5 Performance of the Business Process Scope

- 7.1.5.1 The documents that will be used in the provision of services include approved guidelines and/or procedural manuals.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to HUDCC Service

The HUDCC shall determine the requirements related to its operations/ services.

7.2.1.1 The following requirements shall be determined:

- 7.2.1.1.1 Requirements specified by the customer
- 7.2.1.1.2 Statutory and regulatory requirements

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7.2.1.2 Requirements specified by the stakeholders shall include the following:

- 7.2.1.2.1 Council Resolutions/Instructions
- 7.2.1.2.2 HUDCC Chairman's Instructions
- 7.2.1.2.3 Collective Negotiation Agreements (CNA)
- 7.2.1.2.4 Contracts and Agreements with Donor Agencies/Consultants/Service Providers

7.2.2 Review of Requirements Related to HUDCC Services

The HUDCC shall review the requirements related to its service prior to committing to deliver said service to the customer.

- 7.2.2.1 Review of step-by-step requirements and activities for the service processes of the HUDCC are indicated in the existing HUDCC LSP Procedures Manual.
- 7.2.2.2 The customers/stakeholders shall be informed that the HUDCC shall facilitate their request through formal communication such as acknowledgment letter or reply letter stating the actions taken on the request.

7.2.3 Customer Communication

Service provided by the HUDCC shall be communicated to the customer.

- 7.2.3.1 Information on the HUDCC's services, processes, standards and updates may be communicated to the customers/stakeholders through website, brochures, press releases, TV Commercials, Audio-Visual Presentations, Social Media, etc.
- 7.2.3.2 In the event that the customers/stakeholders have complaints against a HUDCC official or staff, the process to be followed are indicated in Section 8.2.1.
- 7.2.3.3 The HUDCC top management, in coordination with other related sectors, shall review the customer's needs and check the availability of resources needed in relation to the service to continuously meet the demands of the customer.

7.3 Design and Development

For new designs and for significant design changes, HUDCC ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, sustainability, testability, and safety issues, as well as regulatory and statutory requirements. This process ensures:

- a) Design Planning is conducted;
- b) Design inputs (requirements) are captured;
- c) Design outputs are created under controlled conditions;
- d) Design reviews, verification and validation are conducted;
- e) Changes in design are made in a controlled manner.

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7.3.1 Design Planning

- 7.3.1.1 The Regional Operations Group is responsible for the design activities of LSP Manual.
- 7.3.1.2 The documentation of the design planning is maintained and recorded.
- 7.3.1.3 A design schedule is developed based on the inputs of the customer/client.

7.3.2 Design Inputs

- 7.3.2.1 Design inputs are the requirements for the services of HUDCC.
- 7.3.2.2 HUDCC shall ensure all requirements related to the product/service are captured. These include:
- 7.3.2.2.1 Customer requirements
 - 7.3.2.2.2 Regulatory and statutory requirements
 - 7.3.2.2.3 Internal capabilities
- 7.3.2.3 The design inputs are recorded and maintained.

7.3.3 Design Outputs

- 7.3.3.1 The design output of HUDCC is the LSP manual.
- 7.3.3.2 All design output/s shall be developed to properly address the applicable design input requirements.

7.3.4 Design Reviews and Verification

- 7.3.4.1 The design outputs shall undergo two types of reviews. The first is a simple design review performed by the concerned operating groups. Based on the design planning performed earlier, additional reviews may include having the work reviewed and signed off by the trainors/facilitators.
- 7.3.4.2 Design verification shall be performed to ensure that all design inputs have been addressed satisfactorily in the design outputs.
- 7.3.4.3 The design process shall not proceed until all design outputs are verified as having addressed the design inputs.

7.3.5 Design Validation

7.3.5.1 Design validation is done by comparing the design requirements with an actual conduct of the service produced from the design data.

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7.3.5.2 This is accomplished by performing test-run on the use of facilitators/trainors manual and hands-on training on LSP formulation.

7.4 Purchasing

The HUDCC shall ensure that purchased products conform to the specified requirements and that processes are in accordance with the relevant regulations such as Republic Act 9184, otherwise known as the Government Procurement Reform Act (GPRA).

The purchasing information is provided through the prescribed Purchase Request Form (PRF), which includes specification requirements for the approval of goods and services.

The responsible personnel reviews the adequacy of specified purchasing/outsourcing requirements prior to the approval and processing of requests. Prior to acceptance, purchasing personnel evaluates the purchased products against the specified requirements and, when appropriate, secures acceptance by the end-user or its authorized representative. The necessary evaluation, selection, and re-evaluation of the performance of the supplier and the purchased goods and services are performed by responsible personnel.

7.5 Service Provision

7.5.1 Control of Service Provision

This is established to ensure that the provision of the HUDCC services is under controlled conditions.

7.5.1.1 Service provision is planned and carried out under controlled conditions:

7.5.1.1.1 Availability of citizen's charter, primers and brochures that describe the characteristics of the service.

7.5.1.1.2 Availability and use of suitable equipment.

7.5.1.1.3 Availability of updated manuals, latest policies and guidelines where necessary.

7.5.1.1.4 Implementation of monitoring system to measure effectiveness of process.

7.5.1.1.5 All service criteria and necessary monitoring and measurement shall be defined in appropriate guidelines.

7.5.1.1.6 Concerned personnel shall ensure that all suitable equipment and application software necessary to the provision of the HUDCC services where necessary shall be maintained at all times.



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7.5.2 Validation of Processes for Service Provision

This provision is established to meet the service characteristics where resulting output of the service requirement cannot be verified by monitoring and measurement devices.

7.5.2.1 The delivery of the HUDCC service is being monitored and measured through validation. Validation of delivery and processes of the HUDCC services demonstrate the ability of these processes to achieve planned results.

7.5.2.2 Arrangement is established for these processes as applicable based on the following:

7.5.2.2.1 Defined criteria for review and approval of the processes

7.5.2.2.2 Approval of equipment and qualification of personnel

7.5.2.2.3 Use of specific methods and procedures

7.5.2.2.4 Revalidation

7.5.3 Identification and Traceability

This provision is established to identify and analyze the problems arising at any stage in the delivery of the HUDCC services and initiate corrective action accordingly.

7.5.3.1 The HUDCC services are identified, where appropriate, by suitable means throughout service operations.

7.5.3.2 The unique identification of these services, where traceability is a requirement, is controlled and recorded.

7.5.4 Customer Assets

This is to protect and safeguard customer assets provided for use or incorporation into the HUDCC service.

7.5.4.1 Proper care is taken on customer asset, when it is under custody of the HUDCC (e.g., customer information, collateral documents, etc.).

7.5.4.2 Customer asset provided for use or incorporation into the service is identified, verified, protected, and safeguarded.

7.5.4.3 If any customer asset is lost, damaged, or found to be unsuitable for use, HUDCC shall report this to the customer and maintain records.

7.5.5 Preservation of Services

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This is established to ensure the conformity of service during internal processing and delivery of service to customer.

7.5.5.1 The conformity of the HUDCC services during processing is preserved. This includes identification, handling, confidentiality, commitment, and protection.

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7.5.5.2

The service rendered to customers shall be in accordance with the standard of the HUDCC.

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